

ABSTRACT OF THE DISCLOSURE

First, a system for providing direct field technical, troubleshooting, engineering analysis, equipment performance and efficiency analysis, new equipment and parts information, invoicing and sales support by means of data input and data retrieval in the field through the use by field located personnel of a hand-held, wireless communication device that allows direct field communication with a base or service provider master computer and software programs. Finally, utilization of a base or service provider located mater computer and software programs to provide all the primary computing processes needed to support a limited field located data entry and retrieval device that could further use the input data to establish a master computer file for a customer, equipment, performance and invoicing database.

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